



MTF Action Plan Report

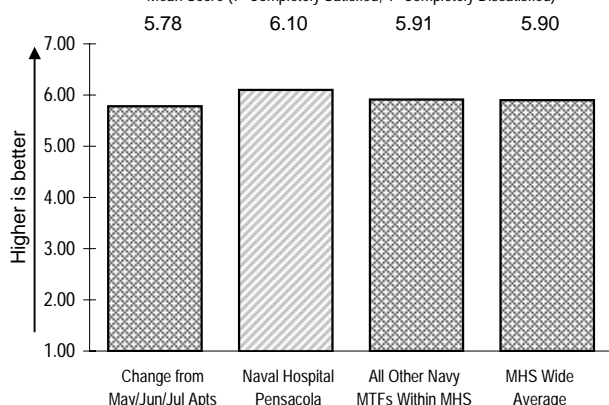
Naval Hospital Pensacola

Patient Satisfaction Report: August/September/October 2000 Appt. Data

Total Mailed = 1260 Returns As Of Cutoff = 385 Non-deliverables = 95 Response Rate = 33%

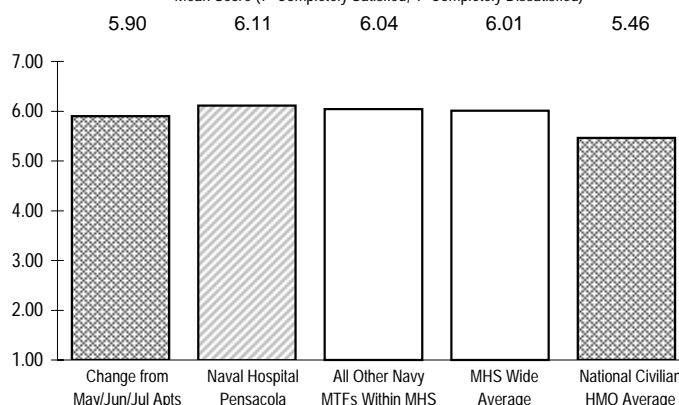
Overall Satisfaction with Clinics (Q12)

Mean Score (7=Completely Satisfied, 1=Completely Dissatisfied)



Overall Satisfaction with Medical Care (Q5)

Mean Score (7=Completely Satisfied, 1=Completely Dissatisfied)



Not Significantly Different From Naval Hospital Pensacola
Significantly Different From Naval Hospital Pensacola

Comparison To:

Change from May/Jun/Jul Apts	* Highest Correlation with Clinic Satisfaction (Q12) ** Highest Correlation with Medical Care Satisfaction (Q5) Mean Score (5=Excellent, 1=Poor)	Mean Score	All Other Navy MTFs Within MHS	MHS Wide Average	National Civilian HMO Average
<div><div></div><div></div></div>	Access Average	3.92	3.61 <div><div></div><div></div></div>	3.64 <div><div></div><div></div></div>	3.52 <div><div></div><div></div></div>
<div><div></div><div></div></div>	* Access to medical care (Q10b)	4.10	3.70 <div><div></div><div></div></div>	3.72 <div><div></div><div></div></div>	3.71 <div><div></div><div></div></div>
<div><div></div><div></div></div>	* Referral for specialty care (Q10c)	3.81	3.68 <div><div></div><div></div></div>	3.69 <div><div></div><div></div></div>	N/A <div><div></div><div></div></div>
<div><div></div><div></div></div>	* Office wait time (Q9)	3.74	3.55 <div><div></div><div></div></div>	3.57 <div><div></div><div></div></div>	3.34 <div><div></div><div></div></div>
<div><div></div><div></div></div>	Time to return your call (Q11)	3.65	3.42 <div><div></div><div></div></div>	3.44 <div><div></div><div></div></div>	3.13 <div><div></div><div></div></div>
<div><div></div><div></div></div>	Ease of making phone appointment (Q10a)	4.17	3.65 <div><div></div><div></div></div>	3.71 <div><div></div><div></div></div>	3.82 <div><div></div><div></div></div>
<div><div></div><div></div></div>	Appointment wait time (Q7)	3.92	3.68 <div><div></div><div></div></div>	3.71 <div><div></div><div></div></div>	3.51 <div><div></div><div></div></div>
<div><div></div><div></div></div>	Quality Average	4.13	4.10 <div><div></div><div></div></div>	4.08 <div><div></div><div></div></div>	3.83 <div><div></div><div></div></div>
<div><div></div><div></div></div>	** Overall quality of care received (Q3j)	4.24	4.16 <div><div></div><div></div></div>	4.14 <div><div></div><div></div></div>	3.88 <div><div></div><div></div></div>
<div><div></div><div></div></div>	** How well the care met your needs (Q3i)	4.03	4.03 <div><div></div><div></div></div>	4.01 <div><div></div><div></div></div>	3.77 <div><div></div><div></div></div>
<div><div></div><div></div></div>	** Thoroughness of treatment (Q3c)	4.18	4.17 <div><div></div><div></div></div>	4.16 <div><div></div><div></div></div>	3.90 <div><div></div><div></div></div>
<div><div></div><div></div></div>	How much you were helped (Q3h)	3.97	3.99 <div><div></div><div></div></div>	3.97 <div><div></div><div></div></div>	3.73 <div><div></div><div></div></div>
<div><div></div><div></div></div>	Explanations of procedures and tests (Q3d)	4.24	4.14 <div><div></div><div></div></div>	4.14 <div><div></div><div></div></div>	3.87 <div><div></div><div></div></div>
<div><div></div><div></div></div>	Interpersonal Relationship Average	4.19	4.09 <div><div></div><div></div></div>	4.09 <div><div></div><div></div></div>	3.81 <div><div></div><div></div></div>
<div><div></div><div></div></div>	** Personal interest in you (Q3e)	4.27	4.13 <div><div></div><div></div></div>	4.12 <div><div></div><div></div></div>	3.88 <div><div></div><div></div></div>
<div><div></div><div></div></div>	** Advice on ways to avoid illness/stay healthy (Q3f)	3.99	3.97 <div><div></div><div></div></div>	3.99 <div><div></div><div></div></div>	3.67 <div><div></div><div></div></div>
<div><div></div><div></div></div>	** Amount of time with Dr. and staff (Q3g)	4.07	3.97 <div><div></div><div></div></div>	3.97 <div><div></div><div></div></div>	3.62 <div><div></div><div></div></div>
<div><div></div><div></div></div>	Attention given to what you had to say (Q3b)	4.33	4.18 <div><div></div><div></div></div>	4.19 <div><div></div><div></div></div>	3.93 <div><div></div><div></div></div>
<div><div></div><div></div></div>	Friendliness and courtesy of staff (Q3a)	4.28	4.20 <div><div></div><div></div></div>	4.20 <div><div></div><div></div></div>	3.94 <div><div></div><div></div></div>

Your rating is:



Lower



Same



Higher